

# Role Description

## Hub Coordinator

Cluster/Agency	Department of Education
Division/Branch/Unit	Early Childhood Education
Location	Parramatta, Oxford St
Classification/Grade/Band	Clerk Grade 9/10
Kind of Employment	Temporary
ANZSCO Code	TBC
Role Number	TBC
PCAT Code	TBC
Date of Approval	September 2019
Agency Website	<a href="http://www.dec.nsw.gov.au">www.dec.nsw.gov.au</a>

### Overview

The NSW Department of Education serves the community by leading the provision of world-class education. The Department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

The Department is one of the largest organisations in Australia with around 100,000 employees located across the state, and manages an annual budget that accounts for approximately one quarter of the State's total budget.

Located with the Department of Education (DoE), the Early Childhood Education (ECE) Directorate administers several programs and funding streams designed to meet the goals of the National Partnership Agreements on Universal Access to Early Childhood Education and the National Quality Agenda, with a focus on improved participation of children from Aboriginal and low income backgrounds.

As a regulatory authority under the national regulatory arrangements for early childhood education and care, the Directorate regulates approximately 5,500 services across the state. For services regulated under the National Quality Framework, this includes a process of assessment and quality rating by regional staff against the seven quality areas that make up the National Quality Standards.

### Primary purpose of the role

The role manages the delivery of core regulatory and compliance functions for early childhood education services across the Hub, including quality assessment and rating functions and risk-based regulation, under the National Quality Framework (NQF).

## Key accountabilities

- Manage the Hub's core regulatory and compliance services including quality assessment and rating functions and audits of service providers, and implement and monitor follow up actions as required to ensure compliance with policy and regulations and to lift the performance of the sector.
- Provide advice in relation to the investigation of complaints and incidents and, where necessary, escalate matters to the Manager Statewide Network and to the Compliance and Investigations team.
- Implement targeted engagement, communication and capability development strategies across the Hub to enhance workforce knowledge and capability, in consultation with the other areas of the Directorate.
- Develop and maintain effective relationships with sector stakeholders to support the Directorate's overarching stakeholder engagement strategies, and to build strong partnerships across the Hub.
- Participate in Hub groups and forums to seek and provide information to enhance the knowledge and performance of the sector, and to inform policy and program development.
- Foster staff participation in cross-team groups to ensure that frontline knowledge and experience is captured in the development of policy and in strategic projects.
- Prepare quality evidence-based written reports, submissions and correspondence.

## Key challenges

- Managing high volume, high pressure regulatory, compliance and assessment and rating functions in a timely, consistent and quality manner.
- Maintaining currency of knowledge about early childhood education policy and regulatory frameworks.
- Providing high quality work within tight and often conflicting timeframes.

## Key relationships

Who	Why
<b>Internal</b>	
ECE Directorate Executive	<ul style="list-style-type: none"><li>• Provide advice to support decision making processes and regulatory activities and to escalate serious or contentious issues</li></ul>
Direct Reports	<ul style="list-style-type: none"><li>• Provide leadership and support and assist in prioritising work tasks</li><li>• Set overall performance expectations and provide guidance and feedback</li></ul>
Other areas of the Department for Education	<ul style="list-style-type: none"><li>• Establish and maintain effective relationships and networks to ensure the provision of high quality regulatory and compliance services</li></ul>
<b>External</b>	
Broader government stakeholders and the ECE sector	<ul style="list-style-type: none"><li>• Develop and maintain effective working relationships to ensure the provision of high quality early childhood education services</li><li>• Support working parties and major committees</li></ul>

## Role dimensions

### Decision making

This role:

- acts independently with regards to of high quality Hub services and programs on time and within budget
- acts independently and uses initiative in performing the role's core work functions
- consults with the Manager in relation to decisions that have resource implications, far reaching implications, are contentious and/or are likely to have an impact on stakeholders

## Reporting line

The role reports to the Manager Statewide Network

## Direct reports

The role has 18-19 direct reports

## Budget/Expenditure

TBA

## Essential requirements

- Tertiary qualifications in a relevant discipline.
- Knowledge of and commitment to the Department's Aboriginal education policies.
- A driver licence as driving is an essential requirement of this role
- A valid Working with Children Check






## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	<b>Act with Integrity</b>	<b>Adept</b>
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	<b>Work Collaboratively</b>	<b>Advanced</b>
	<b>Influence and Negotiate</b>	<b>Adept</b>
 Results	<b>Deliver Results</b>	<b>Adept</b>
	<b>Plan and Prioritise</b>	<b>Adept</b>
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Adept</b>
 People Management	<b>Manage and Develop People</b>	<b>Advanced</b>
	Inspire Direction and Purpose	Intermediate
	<b>Optimise Business Outcomes</b>	<b>Adept</b>
	Manage Reform and Change	Intermediate

### Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Adept	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>Demonstrate professionalism to support a culture of integrity within the team/unit</li> <li>Set an example for others to follow and identify and explain ethical issues</li> <li>Ensure that others understand the legislation and policy framework within which they operate</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>Act to prevent and report misconduct, illegal and inappropriate behaviour</li> <li>Build a culture of respect and understanding across the organisation</li> <li>Recognise outcomes which resulted from effective collaboration between teams</li> <li>Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government</li> <li>Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions</li> </ul>
<b>Relationships</b> Influence and Negotiate	Adept	<ul style="list-style-type: none"> <li>Negotiate from an informed and credible position</li> <li>Lead and facilitate productive discussions with staff and stakeholders</li> <li>Encourage others to talk, share and debate ideas to achieve a consensus</li> <li>Recognise and explain the need for compromise</li> <li>Influence others with a fair and considered approach and sound arguments</li> <li>Show sensitivity and understanding in resolving conflicts and differences</li> <li>Manage challenging relations with internal and external stakeholders</li> <li>Pre-empt and minimise conflict</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering on intended outcomes</li> <li>Make sure team/unit staff understand expected goals and acknowledge success</li> <li>Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work</li> <li>Initiate, prioritise, consult on and develop team/unit goals, strategies and plans</li> <li>Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses</li> <li>Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>Evaluate achievements and adjust future plans accordingly</li> </ul>
<b>Business Enablers</b>	Adept	<ul style="list-style-type: none"> <li>Prepare clear project proposals and define scope and goals in measurable terms</li> </ul>

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Group and Capability	Level	Behavioural Indicators
Project Management		<ul style="list-style-type: none"> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Prepare accurate estimates of costs and resources required for more complex projects</li> <li>• Communicate the project strategy and its expected benefits to others</li> <li>• Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>
<b>People Management</b> Manage and Develop People	Advanced	<ul style="list-style-type: none"> <li>• Refine roles and responsibilities over time to achieve better business outcomes</li> <li>• Recognise talent, develop team capability and undertake succession planning</li> <li>• Coach and mentor staff and encourage professional development and continuous learning</li> <li>• Provide timely, constructive and objective feedback to staff</li> <li>• Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way</li> <li>• Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives</li> </ul>
<b>People Management</b> Optimise Business Outcomes	Adept	<ul style="list-style-type: none"> <li>• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives</li> <li>• Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning</li> <li>• Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context</li> <li>• Monitor performance against standards and take timely corrective actions</li> <li>• Keep others informed about progress and performance outcomes</li> </ul>